



M E M O R A N D U M

To: Ms. Janeen Dittrick , Cluster Manager
Watsonville Workforce Service Site 0690

Date: May 13, 2010

File No.: 74:5745:CG

From: Ernesto Magaña
Employment Development Department

Subject: **MONITOR ADVOCATE OFFICE ON-SITE ANNUAL REVIEW
PROGRAM YEAR 2009-2010
WATSONVILLE WORKFORCE SERVICE SITE
FINAL MONITORING REPORT**

This Final Monitoring Report summarizes the California Monitor Advocate Office's (MAO) results of the Migrant and Seasonal Farmworkers (MSFW) on-site annual review of the Watsonville Workforce Service (WS) site. Rebeca Guerra and Claudia Greenwood, Associate Monitor Advocates, conducted this on-site annual review on February 16-17, 2010. We focused our annual on-site review on the full range of employment services, benefits, and protections, including the full range of job and training referral services, counseling, and testing provided to MSFWs.

The MAO conducted this annual on-site review under the authority of all related federal regulation, including Title 20 of the Code of Federal Regulation (CFR), Chapter V, Parts 651, 653, and 658, applicable State laws, and Employment Development Department (EDD) Job Service (JS) policies and procedures. Specifically, Title 20 CFR, Part 653.108, requires the MAO to perform ongoing reviews of services provided by the EDD to MSFW.

We collected information for this report by examining the Watsonville WS site's provision of services, job information sharing, job application taking process, outreach program operation, data collection, agricultural clearance order activity, and JS complaint system. Additionally, we interviewed Watsonville WS site management and staff.

We received your response via electronic mail on April 14, 2010, and reviewed your comments before finalizing this report.

Our annual monitoring review revealed the following findings:

Finding 1:

During the MAO pre-site review analysis, we noted that the Watsonville WS site did not meet the Job Development Contacts (JDC) and Referred to Supportive Services equity indicators in the July 2009 through January 2010 Indicators of Compliance Reports.

The JS Policy and Procedure Manual identifies agricultural workers as a special client group. The EDD policy is to ensure equity of services to MSFW and non-MSFW. Further, JDC are to be made for JS clients who are considered special groups such as MSFW.

We noted that this observation was documented in last year's Final Report and discussed with local management. Consequently, we requested that the Watsonville WS site management submit a Corrective Action Plan (CAP) stating how it plans to address this finding.

Citation:

20 CFR 653.101 and CFR 653.108 (h) (5)

Recommendation:

The MAO recommended that JDC be made to employers on behalf of MSFW.

Response:

Local management stated that they will work with staff and outreach worker to track and report JDC activity. The Watsonville site manager will monitor CalJOBS reports monthly to verify that JDC are being done.

Finding 2: During the MAO pre-site review analysis, we noted that the Watsonville WS site submitted a total of seven DE 8151G complaint logs from July 2009 through January 2010 to the MAO. Four complaint logs were submitted untimely.

Citation: JS Complaint System Manual Chapter 08-00-00, Reporting Summary

Recommendation The MAO recommended that the Watsonville WS site submit the DE 8151G complaint logs to the MAO by the fifth working day of the following month as required by the JS Complaint System Manual.

Response: Local management stated that the Watsonville WS site manager has scheduled monthly Outlook reminders to verify with each complaint specialist that complaint logs are submitted to the MAO in a timely manner.

Finding 3: During the MAO pre-site review analysis, we noted that five of eight staff assisted registrations reviewed for period July 2009 through January 2010 were missing both Program Activity Support System (PASS) and case notes. The Watsonville WS site had no evidence to support that PASS and case notes were entered in the CalJOBS System.

Citation: JS Policy and Procedure Manual, Chapter 34, Program Activity Support System

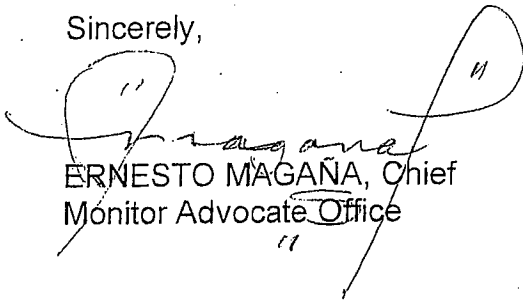
Recommendation The MAO recommended that the Watsonville WS site record services provided to MSFW in PASS and case notes as required by the JS Policy and Procedure Manual.

Response: Local management stated that the Watsonville site manager will monitor PASS reporting monthly to verify notes recorded when providing staff-assisted services.

Janeen Dittrick
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Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions, please contact Claudia Greenwood at (916) 654- 6431.

Sincerely,



ERNESTO MAGAÑA, Chief
Monitor Advocate Office

cc: Velma Bagby
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